

ORIGINAL

FORMAL COMPLAINT

OFFICIAL FILE

Illinois Commerce Commission  
527 East Capitol Avenue

Springfield, Illinois 62794-9280

ILLINOIS COMMERCE COMMISSION

For Commission Use Only:

Case 01-0467

Regarding a complaint

by Elisabeth Gosser  
(Person making the complaint)

against Peoples Energy/North Shore Gas  
(Utility name)

as to Gas Billed/Meter Readings

(Reason for complaint)

in Lake Forest Illinois.

CHIEF CLERK'S OFFICE

OCT 25 1 41 PM '01

ILLINOIS  
COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1561 Minthaven Rd., Lake Forest, Il. 60045

The service address that I am complaining about is same as above

My home telephone number is [847] 615-9576

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [847] 615-9576

Peoples Energy/North Shore Gas (respondent) is a public utility and is subject to the provisions of  
(Full name of utility company)  
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

83 Il. Adm. Sect. 280 - 280.90, 280.130 (subsection D-H)  
280.100, 280.80

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about X Yes      No  
this complaint?

Has your complaint filed with that office been closed?      Yes X No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

I had been paying the gas bills received without question, until I received a truly questionable bill in March, 2001. This prompted a complete examination of my account and payments. This examination revealed gross errors in the meter readings and billing practices on the part of Peoples Energy/North Shore Gas.

Repeated attempts to Peoples Energy for a clear explanation/clarification of this matter have been ignored- sidestepped, and failed.

Please clearly state what you want the Commission to do in this case.

That these bogus, incorrect meter readings and bills be voided, and service be computed and billed from October 3, 2001 forward, as the one true, valid meter reading.

Date: Oct. 19-2001  
(Month, day, and year)

Complainant's signature Elizabeth Gosser

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

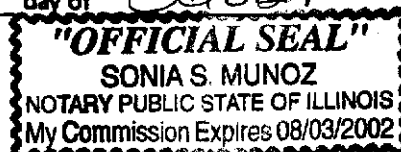
A notary public must watch you fill out this part of the form.

I, Elizabeth Gosser, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Elizabeth Gosser  
(Signature)

Subscribed and sworn/affirmed to before me this 19<sup>th</sup> day of October, 2001

[Signature]  
Notary Public, Illinois



#### NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.